

FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA

Provides Services to Clients Ready Families

Arlington County
implemented this best practice
in July 1997

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
31 Manage resources and capabilities
312 Deliver products and services to customers

Best Practice Summary (how it works, how you measure it)

The School Health Program, under Arlington health district, negotiated with the public school system for a three-room space to establish a school health point of entry for non-English-speaking children entering the schools for the first time. The Ready Families Clinic is co-located with the Intake center, which is the point of access to Arlington Public Schools for students with English as a second language. The approach, which eliminates the need for families to visit multiple sites for service, is family-centered, uses bilingual staff (Spanish) and assists the family to identify available services in the community. Requirements for entry to school are assessed and vision and hearing screenings are done. Appointments are given to health appraisal clinics (HAC's) for physical examinations if needed. Children with identified health needs have a health plan developed and are connected to services as needed. As a mental health worker is part of the

team, attention is given to the psychosocial as well as physical needs of the family. Measurement is accomplished by daily recording of number of immunizations given, screenings done and referrals made.

HACs are held in the school setting or in the Ready Families site several times per week depending on the need. Children who have Medicaid or are uninsured receive EPSDT screening, hearing and vision screening and immunizations as appropriate. Referrals are made to other Department of Human Services (health department, social services or mental health) or to community resources as necessary. The public health nurses in the schools, who also follow-up after the clinics as needed, refer children to the HAC's.

Impact on the Process Organizational Performance (OUTCOMES)

Children entering schools have a one-stop shopping kind of entrance into school. They receive health assessment, information and other health services in a language that they understand. Parents receive information about available community resources. This provides for prevention and early intervention of health and psychosocial problems. As a result, they are more likely to received needed assessments and immunizations in a timely manner and stress of finding resources in a foreign community is reduced.

Best Practice Qualification

The socioeconomic and mental health of families may be compromised due to the difficulties of acculturalization. This program provides for a unique approach for improving access to services for new families by centralizing information and referral, consolidating information points and removing barriers to care. This program assists families to address these issues and provides assistance in meeting needs.

For Additional Information

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